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**OCCUPANT'S SATISFACTION TOWARDS
MAINTENANCE PROVIDED FOR HIGH-RISE
RESIDENTIAL**

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2020

ABSTRACT

High-rise residential buildings require maintenance to sustain the function of the buildings and meet the occupants' satisfaction. However, most of public high-rise residential building in Malaysia was not fully maintained. Many comments lodge by the occupants itself regarding poor maintenance in their residential. In order to sustain the functions of the buildings, continuous maintenance needs to be done by the management corporation. Therefore, the objectives of this study are to identify the problems occur towards maintenance in high-rise residential, to determine the level of occupant's satisfaction towards maintenance in high-rise residential and to recommend methods in improving the quality of the maintenance in high-rise residential. Thus this study was conducted at Projek Perumahan Rakyat flats and the respondents were the occupants itself. The method used for data collection was survey through questionnaire. At the end of this research, it is confirmed that cleaning service was a major maintenance problem in high rise residential.

ACKNOWLEDGEMENT

Bismillahirrahmanirahim, with high gratitude to Allah S.W.T. I have been given this opportunity to carried out this study in the fulfilment of the requirement for the award of Bachelor of Quantity Surveying (Honours). This gratitude also being express to Allah S.W.T. who gave me the strength in completing this dissertation which requires full commitments throughout the completion. Besides the helps from Allah S.W.T. God of all creation, I also wish to express my gratitude to several persons who being involved throughout the completion as well as all parties who has been selected as respondents to the survey due to their contributions.

First and foremost, I would like to deeply expressed my appreciations to my supervisor Pn Adnin Syaza Bt Jaafar, who helps me throughout the completion of this dissertation by given me the continuous guidance supports and ideas which I need the most along the completion. All the encouragement, supervision, criticism given plays an important role for me in completing this dissertation as required. Thus, I am feeling oblige in taking this opportunity to sincerely thanks to Pn Adnin Syaza Bt Jaafar once again.

Next, a special thanks to my parents and family for the support given in several aspects especially moral support which I really needed not only for the completion of this dissertation but also the entire of my life. Not only moral support, all other aspects also this special thank also entitled to them. There no other way that can repay all the supports given apart from 'Thank You'.

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CHAPTER 1

INTRODUCTION

1.1 OVERVIEW

Building is known as one of the construction product that has a high value. Building is a very important structure for society. The building can be used as a place for shelter, working place, and entertainment. Therefore, the building should be well maintained to ensure the quality and durability of the building.

According to Ta (2009), high rise residential buildings are always been the first choice of developers when developing a new residential building especially in urban areas such as Kuala Lumpur. Ibrahim (2007) also supports that developing high rise residential is preferable due to the limited area of land to build landed housing. Therefore, high rise residential buildings will be the developer's main choice in constructing a house for the residents.

Maintenance works are very important for all buildings. This is to ensure that the buildings can last longer and can give a comforting environment to the residents. Maintenance also needs to be done to make sure the building can practically be used and always in good condition.

However, maintenance works in high rise residential areas very poor especially in low-cost housing (Au-Yong, Azmi and Mahassan, 2018). This is because the developer less concerned about the maintenance works after handover the building to the residents. This statement supported by Ismail *et al.* (2017) which is awareness on maintenance works in Malaysia are very poor.